EPSON PRODUCT SUPPORT BULLETIN

Date:	7/3/2001	**Originator:**	AP
PSB #:	PSB.2001.08.007	**Authorization:**	
Reference:	TI01-03e	**Total Pages:**	1
Product(s):	PowerLite 8100i/8100NL/9100i /9100NL		
Subject:	Firmware Update To Version 2.14		

This bulletin was created to inform Epson Resellers and Epson Customers of the availability of a firmware update for some early production PowerLite 8100i and PowerLite 9100i projectors.

Some of the initial release of the PowerLite 8100i and PowerLite 9100i projectors may experience difficulty retaining ceiling mount and rear projection menu settings. Symptoms of the difficulty are choosing ceiling mount, or rear projection configuration in the projector menu only to have that setting not retained the next time power is applied to the projector.

Projectors starting with the following serial numbers have already received the firmware update:

PowerLite 8100i	PowerLite 8100NL	PowerLite 9100i	PowerLite 9100NL
CXA0120020K and later	N/A	CY80130002K and later	N/A

If you have a projector needing the firmware update, please contact Epson Support for assistance. Epson Resellers should use the Epson Reseller Support Line and Epson Customers should use the support number listed on their Private Line cards.

EPSON PRODUCT SUPPORT BULLETIN

Date:	01/22/2001	**Originator:**	KS
PSB #:	PSB.2001.01.001	**Authorization:**	
Reference:	TI E00-23	**Total Pages:**	1
Product(s):	PowerLite 7700p / PowerLite 8100i		
Subject:	Required Firmware Update – Instructions for Identifying Affected Projectors		

This bulletin was created to inform Epson Resellers and Epson Customers of the need to implement a firmware update for some of the early production PowerLite 8100i and PowerLite 7700p projectors.

Some of the initial release of PowerLite 8100i and PowerLite 7700p projectors may experience difficulties with an apparent lamp failure after the first 500 hours of operation. It appears to be cleared when the projector is powered down normally and the A/C power is disconnected from the projector and reconnected. The projector will seem to operate normally for approximately 10 more hours at which time the projector may cease to function. Standard recovery procedures will not restore projector function after this last failure.

Many projectors have already received the firmware update. These projectors, which were produced in the year 2000, can be identified by the red dot on the serial number label for both projector and carton box. The serial numbers for projectors produced in year 2000 will have the number '0' as the 5th digit from the left (e.g., CXN0**0**08821A). All projectors produced from the beginning of 2001 also have the updated firmware. These projectors can be identified by the number '1' as the 5th digit from the left in the serial number (e.g., CXN0**1**10837A).

If you have a projector requiring the firmware update, please contact Epson Support for assistance. Epson Resellers should use the Epson Reseller Support Line and Epson Customers should use the support number listed on their Private Line cards.